



A GUIDE FOR OUR GUESTS

REOPENING PLAN

ARENA AND ICE RINK PROCEDURES



WE'LL


BE

ready

A message from our team

The purpose of this comprehensive plan is to outline procedures designed to ensure the safety and wellbeing of Columbus Civic Center and Ice Rink guests and employees during and post COVID-19. Guidelines and phases stated herein follow the Georgia Governor's Executive Order and Columbus, GA Mayor's guidelines.

Additional guidance has been provided by the Centers for Disease Control and Prevention (CDC), Georgia Department of Public Health and the Georgia Facilities Working Group. The input and collaboration of many health and industry experts, our venue staff and corporate partners have also helped tailor our specific approach.



“OUR MISSION DURING THESE UNPRECEDENTED TIMES IS TO ENSURE THE WELL-BEING AND SAFETY OF OUR STAFF AND THE COLUMBUS COMMUNITY. THE PROCEEDING GUIDE IS INTENDED TO IMPLEMENT RECOMMENDED SAFEGUARDS IN AN EFFORT TO PRODUCE THE SAFEST ENVIRONMENT FOR EVERYONE IN ATTENDANCE. OUR TEAM HAS PUT COUNTLESS HOURS AND EFFORTS INTO PROVIDING A SAFE AND ENJOYABLE ATMOSPHERE FOR OUR GUESTS AND WE LOOK FORWARD TO RE-OPENING WITH THESE SAFEGUARDS IN PLACE.”

- ROB LANDERS, DIRECTOR COLUMBUS CIVIC CENTER AND ICE RINK

Event Operations

The Columbus Civic Center and Ice Rink will take a three-tier approach to plan, prepare, and proceed with live events and ensure the necessary steps are made to mitigate risk associated with COVID-19.

With proper planning, training and implementation we have formed a comprehensive “best practice” to protect live events and the people who produce them, while also inspiring guests to return to the Civic Center and Ice Rink with the confidence that it is safe.

The following phases will be executed and/or implemented while hosting an event at the Civic Center and Ice Rink:

PLAN

- Employee Health & Hygiene
- Training
- Guest Education
- Cleaning & Disinfecting

PREPARE

- Screening
- Accommodations
- Venue Circulation

PROCEED

- Ingress
- Egress Preparation
- Cleaning & Disinfecting

PLAN

Employee Health & Hygiene

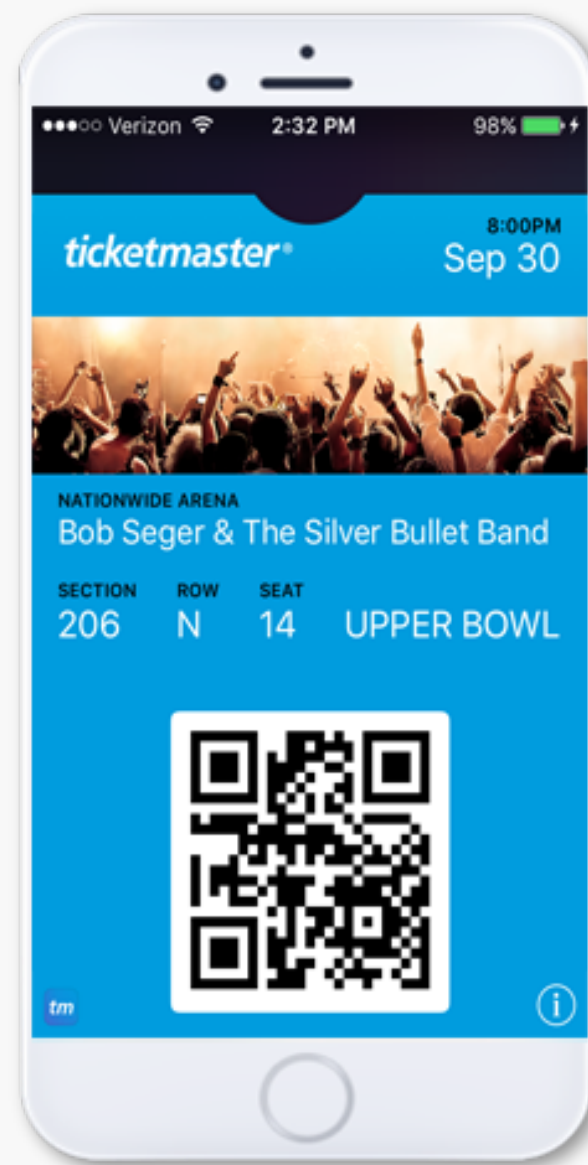
The first phase of our three-tier approach is communicating and re-training with staff about expectations for Health and Hygiene. Our goal is to implement proactive operational protocols leading up to an event. Such actions will include:

- **Health Assessment** – All Employees will be asked to complete a brief assessment upon arrival by a supervisor.
- **Face Covering** - All fans and employees are required to wear a face mask at all times, unless they are actively eating or drinking in their seat.

All face coverings must: Fully cover the nose and mouth and secure under the chin. Fit snugly but comfortably against the sides of the face. Guests under the age of 10 years are not required to wear a mask.

- **Sterile Nitrile Gloves** – All staff that comes in direct contact with Guests will be encouraged to wear sterile nitrile gloves. Team members who engage in ticket scanning, security functions and food and beverage will always be required to wear gloves .
- **Hand Washing** - Employees should wash their hands at the beginning and end of each shift and break, after using the restroom, cleaning, smoking, or eating. As a backup, workers may use sanitizer containing at least 60% ethanol when a sink is not available.





Instagram



Guest Communication

Because COVID-19 is highly contagious, guests as well as staff must know and understand what safety precautions will be in place while at the facility. Our team has worked diligently to institute the Civic Center C.A.R.E.S. social awareness program.

Messaging to guests to maximize health and safety compliance will be completed during the lead up to an event by:

- **Website** – civiccenter.columbusga.gov will have safety precaution messages as recommended by the CDC. Website will also have the Civic Center Reopening Guide available.
- **Social Media Channels** – Facebook, Twitter, and Instagram will have safety precaution messages as well as PSA announcements recommended by the CDC in each social media page prior to every event.
- **Ticket Purchasing Sites** – We will work with Ticketmaster on providing safety precautions when customers purchase tickets to an event at our facility. Our aim is to begin the process of incorporating 90% digital ticketing. By 2021, the Civic Center will have in place digital ticketing which also mitigates the risk of direct contact with Guests.

Guest Communication Continued



- **Signage** – In addition to signage throughout the facility, signage with safety precautions recommended by the CDC and local health departments will be posted before the point of ingress. 6ft Social Distance markers will be strategically placed to ensure compliance with guidelines. Restrooms as well as Food and Beverage locations will also maintain social distance and hygiene recommendations to reinforce safety guidelines. 6 feet apart:
- **Guest Services** – Event Services staff will be equipped and trained on how to inform patrons on safety precautions and practices as recommended by the CDC and local health departments.
- **No Bag Policy** –The Civic Center and Ice Rink will NO BAGS OF ANY KIND including diaper bags, clutches, clear bags, purses, backpacks, fanny packs, etc. will be permitted inside the building to help reduce touchpoints for all staff and guests. Guests who arrive at the venue with these items will be asked to return them to their car.
- **Event Announcements** – Promoter or Event Organizer will be asked to have event announcements on their social platforms to cover basic safety precautions.

Cleaning & Disinfecting

The second phase in or course of actions for re-opening will be focused on the preparation of the building. Increased attention and validation will be placed on day to day operations especially as it relates to cleaning procedures. The following procedures will be a part of daily routines and validated by the Operations Manager:

CLEANING

High-touch areas will be cleaned by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.

DISINFECTING

High-touch areas will be disinfected using chemical agents recommended by the CDC and EPA which prove to be effective against COVID-19.

To quickly disinfect a seating area between events, electrostatic cleaning is a means of spraying a fine mist of positively charged disinfectant particles that adhere to surfaces and objects.

CONTACT - MITIGATION

We are incorporating several measures to be in place to limit direct contact with staff and Guests.

We will minimize handling cash, credit cards, and mobile devices, where possible. Scanners will be in place so guests will be able to scan their card as to limit the employee from touching the card.

FOOD HANDELING

Concessions/Catering will sell only prepackaged food items initially. Drink Fountains will be strategically replaced with bottled beverages. We will work with our bottling partners to ensure this transition.

Stations with sanitizer containing at least 60% ethanol marked and illuminated locations throughout the venue.

Parking

Our aim is to provide the safest route and plans for parking. To ensure that patrons observe social distancing when leaving or returning to their vehicles, staggered parking spaces and arranged arrival times will be the means in which we operate for re-opening.

COMMUNICATION

New parking procedures will be clearly communicated to all guests, event organizers/promoters, and corporate partners prior to arrival. In addition, the use of the marquee, A Frame signage and parking staff will be the frontline in communicating the new parking procedures.

EARLIER GATE ENTRY

Parking lots will now open 30 minutes earlier than standard times. In addition, pre-arranged parking times will be implied during the purchase of their ticket. Our goal is to encourage early entry to reduce tailgating.

STAGGERED PARKING

When possible, we will cone-off every other space in the parking lot during pre-event set-up, staggered parking, to create social distancing boundaries.

SAFETY EQUIPMENT

All parking attendants will be required to wear PPE, including face masks and gloves.

RIDESHARE

All rideshare will be proximity to the facility entrances and promote social distancing while required. Where applicable we will provide touchless, weather-proof hand sanitation machines for guests to utilize upon exiting their rideshare vehicle.

In our final phase of re-opening the Civic Center and Ice Rink will incorporate a new “best practice” as it relates to ingress based upon recommendations for national health authorities. Our aim is to reduce the number of touchpoints during entry by providing substantial spacing and an ease of flow to enter the building.

1

LINE QUEUING

Staggered ingress will be managed by designated location of bike racks when doors are opened to minimize lines for screening and ticket scanning.

Guest services will designate when the next guest can move up in line for proper security screening and processing. A limited number of entries will be allowed at one time to ensure distancing. The line waiting to enter will be managed using common methods such as stanchions and bike rack, in combination with security staff who provide information about anticipated wait time and ingress procedures while also enforcing social distancing.

2

SECURITY SCREENING

All security screenings and ticket scans will now take place outside, prior to entry into the Civic Center. Guest Services will assist with traffic flow and social distance guidelines.

Guests and vendors will be screened using either walk-through magnetometers or hand wand metal detectors which will allow security guards to maintain social distance. Any security guard conducting a screening must wear a face covering and gloves and have access to a wash and/or sanitizing station.

3

TICKET SCANNING

Electronic tickets can be scanned by ticket-takers wearing face coverings and gloves to ensure minimized contact with guests.

Once a guest is properly screened and ticket scanned, they will enter inside the main lobby in their corresponding “zone” and a direct path to seating will be identified using markers as well as guest service staff to lead guests to their seating.

Disability Accommodations

The Civic Center and Ice Rink may reduce points of ingress or egress. However, we will ensure continued accessibility for patrons with disabilities to remain compliant with applicable laws and provide reasonably accessible events for all patrons.

- **Screening** – Guests whose disability makes them unable to wait in a long line will be accommodated with a more expedited access procedure which will require them and their companion to have priority for screening and facility ingress.
- **Seating** – Guests with disabilities and their companion will have accessible seating identified and available. An usher following strict safety guidelines will be in the near area to assist if needed.



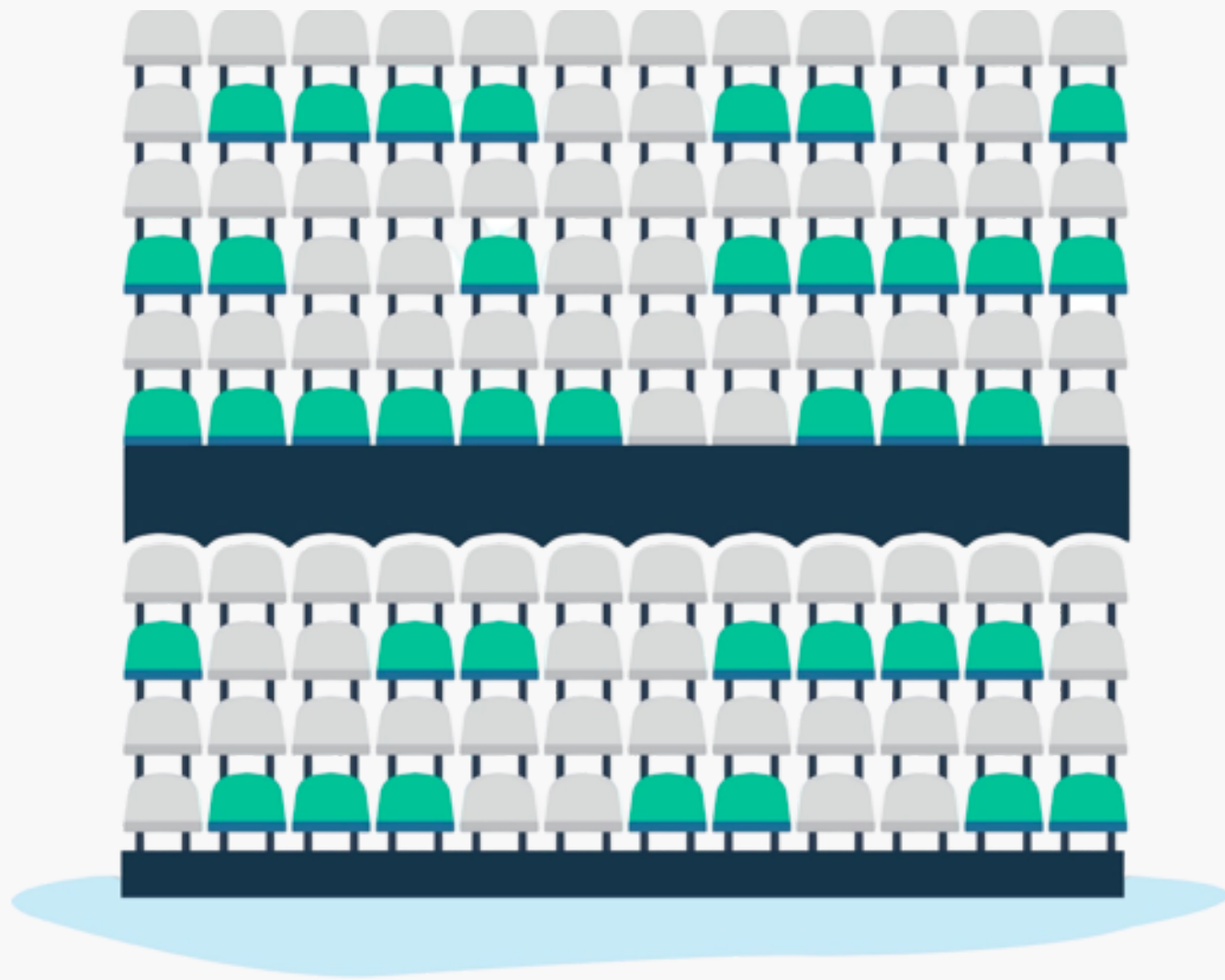
Venue Circulation

During ingress, intermissions, restroom breaks etc. guests will be allowed to remain seated or circulate to unrestricted areas of the facility which presents the same social distancing challenges as ingress and egress. For this reason, guest service will remind social distancing at all times and not allow patrons to congregate inside or outside restrooms, concession areas, portals, or any areas that may cause a barrier for patrons to circulate the facility and social distance feasibly.

Procedures:

- After a guest tickets are scanned, they will again be directed by guest service attendants and ushers to their ticketed seating. The flow of traffic will be coordinated by directional arrow markers proceeding in the same direction, like a one-way street, to create a steady traffic flow and limit face to face contact.
- Directional markers will also be utilized in the seating bowl vestibule. “Enter and “Exit” markers will be displayed to allow one directional entrance and exit into the bowl. At larger entry points, a stanchion, or similar barrier will be in place to reinforce these boundaries.

Venue Circulation Continued



- A seating arrangement will be developed for social distancing with a conservative maximum capacity. Box Office staff, Security and Ushers will work together to ensure patrons are informed of the safety guidelines when seating.
- Elevators will be monitored by guest service staff for queuing and making sure only 4 individuals will be allowed on the elevator at a time. Markers will be in place inside the elevator which designates where to stand while in the elevator. The guest service attendant will disinfect the railings and buttons often throughout the event.
- Additional staff, signage and markers will be in place to encourage and maintain proper social distancing including traffic flow.
- Sanitizing Stations – Stations with sanitizer containing at least 60% ethanol or 70% isopropanol will be provided at all points of ingress and other well-marked and illuminated locations throughout the venue. These stations will allow no-touch activation. Supervisors will regularly confirm there are adequate supplies.

Food & Beverage

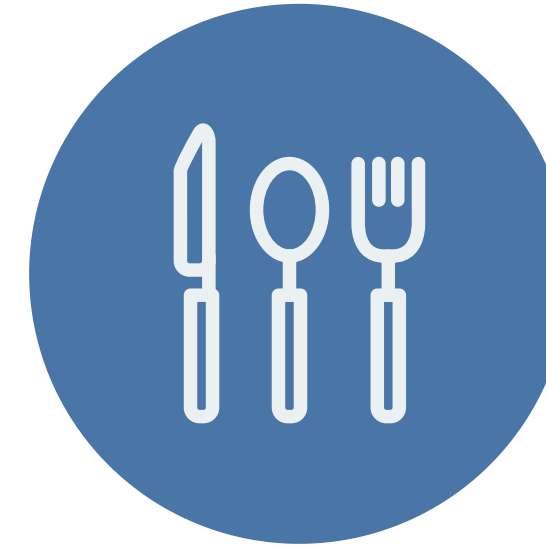
Safe service of food, beverages, and alcohol present many operational challenges to mitigate risk of COVID-19 and manage social distancing. Efficient messaging will play a vital role in ensuring guests cooperate with safety guidelines and that services can operate. The following measures will be in effect to ensure operations of concessions, alcohol, and catering services:

A. All Staff in contact with guests and serving food will be required to wear sterile nitrile gloves and Face Masks.

B. Line Management – All concession line will have staggered lines outlined through stanchions with six (6) foot markers while in line. There will be one entry into each concession line and a divider at each point of sale for one exit after food purchase.

C. Concession staff will assist in line management at service areas, such as food pick-up and merchandise sales to ensure that patrons remain appropriately distanced. If queues get too long or take up too much space, additional service, or pick-up areas at other parts of the venue will be opened.

D. Upon the initial phase of opening, only prepackaged meals and bottled drinks will be available for purchase. This guideline will be subject to change based upon recommendations from governing health agencies. In addition, self-serve such as fountain drinks and condiment refill stations will not be available.



Food & Beverage

E. At a concessions or beverage stand the number of employees will be limited consistent; every other lane will be open at point of purchase to adhere to social distance guidelines. Concessions staff will place food and beverages on the table, counter, or surface rather than handing purchases directly to guests.

F. Contactless Point of Sale – Registers or point-of-sale terminals will be assigned to one employee where possible and sanitized between each user before and after each shift.

G. Dining Areas – Dining tables, bar tops, stools and chairs will not be available during the first phase or re-opening. This protocol will be reviewed often through recommendations from governing health agencies.

- Utensils – Guests will be provided prewrapped cutlery, straws, and stirrers.
- Condiments – Open condiment service buffets will not be in use. Condiments will be served with food orders or only at guests' request, in disposable single-use packages or containers.



Egress



- Egress points – Additional egress points will be arranged to avoid crowd funneling and to ensure social distancing when exiting the facility. Each point of egress must be distinguishable and proper signage must be placed before or near the end of an event to ensure guests know where to exit.
- Scheduled Egress – When possible, after each event that has a definite or scheduled end, guests that are nearest to the exits should leave first by row or section to clear space for guests further inside to follow.
- Outside Crowd Management – To avoid any high contact assembly of guests and clear paths to their vehicles we will have to enforce that guests do not congregate directly outside of the facility. Security will be deployed strategically to help inform guests that congregating outside of the facility is prohibited..

The Columbus Civic Center and Ice Rink looks forward to having the community in our arena once again. During this time, our staff is working daily to implement such safeguards and improvements with the aim of providing a world class experience.

We can't wait to see you again. We will be ready!

